



EFFECTIVE DATE: July 8, 2014

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SUBJECT: Executive Directed Case Review

I. PURPOSE

The purpose of this Order is to outline the procedures for executive directed case reviews within the Department of Children and Families (DCF). The report is a tool for DCF to become a self-learning and self-correcting organization through self-critical analysis. The reports are considered confidential, deliberative, and consultative in nature.

II. SCOPE

This policy applies to any and all matters identified by the Commissioner, Director of the Division of Child Protection & Permanency (CP&P), or the Director of Children's System of Care (CSOC) for review. The process of the review entails gathering all relevant and available information from CP&P records, CSOC records as well as information about available prevention services in order to assess the case/clinical practice of agency staff or contracted staff with an individual family, child or youth. In the following circumstances an executive directed review shall always be conducted:

- When a child fatality or near fatality of as a result of abuse or neglect occurs while CP&P or CSOC are or, within the last 18 months, have been involved with the family; and
- When a child has committed suicide while CP&P or CSOC are or, within the last 18 months, have been involved with the family.

III. DEFINITIONS

The following terms, when used in this Order, have the meanings indicated:

- A. executive directed review means a complete review of an exceptional and extraordinary matter that has resulted in, or may lead to, a serious or harmful consequence. An executive directed review is specifically identified by the Commissioner, Assistant Commissioner of PMA, CP&P Director, or CSOC Director, and is used for issues relevant to the quality of case practice, licensing standards, and any other Departmental interests. A matter eligible for an executive directed review includes but is not limited to, child fatalities or near fatalities, child abuse and neglect matters, and CSOC matters.

- B. genogram is a visual display of a person's family and social relationships across multiple generations usually gathered during a family assessment, which can be used to identify repetitive patterns and themes of behavior and to recognize hereditary predispositions.

IV. POLICY

- A. An executive directed review shall be conducted to analyze all records, and other information of any matter identified by the Commissioner, CP&P Director, and/or CSOC Director at his or her discretion.
- B. Disclosure of information pertaining to the review shall be in conformity with Administrative Order 6.00 and as permitted by law.

V. PROCEDURES

- A. The Commissioner, CP&P Director, and/or CSOC Director identifies a matter for an executive directed review and notifies the Assistant Commissioner of Performance Management & Accountability (PMA), who will appoint a reviewer or team of reviewers from his or her office.
- B. The reviewer gathers information from the records and other available sources and creates a genogram or other appropriate summation to organize and analyze factual information, examples of which may include:
- Relationship patterns of the involved parties;
 - Family dynamics (e.g. cohabitation, divorces, marriages);
 - Identifying Information (e.g. names, birth dates, ages);
 - Social and emotional interactions between the agencies involved with the family, child or youth; and
 - Medical history.
- C. Following the factual investigation, the reviewer, in consultation with the Assistant Commissioner of PMA, determines whether further investigation is necessary to complete the review. If needed, the reviewer may:
- Request court records, or records from a service provider;
 - Consult experts;
 - Interview family members, service providers, or DCF staff, provided that such communication would not interfere with a criminal/civil investigation or a pending child abuse and neglect investigation; and/or
 - Take any other action in furtherance of the investigation, deemed necessary by the Commissioner, CP&P Director, CSOC Director, Assistant Commissioner of PMA, or their designee(s).
- D. At the conclusion of the review, the reviewer reports any findings to the Executive Review Committee (ERC) which includes leadership from the Department as well as

members of leadership from the CP&P Area and Local Office involved with the child/family. The ERC reviews the report, the findings, and any associated action steps to address individual or system issues identified during the course of the review. The ERC prioritizes action steps based on organizational needs and capacity.

- E. Recommended action steps are tracked by staff within PMA to identify themes and to ensure accountability.

Allison Blake, PH.D., L.S.W.
Commissioner

<p>Note: This is a reproduction of a signed document. The original document is on file with the DCF Office of Policy and Regulatory Development.</p>
